



## NORTH AMERICAN FIELD REPAIR CENTER

# IMPORTANT INFORMATION

Dear Agilent Technologies Customer:

Please read the attached documents, fill in the appropriate information and fax three sheets to (302) 993-5975. The forms to be faxed are labeled as Sheet 3, 4, and 5 on the lower right corner of the form. It is very important that you include the completed Health and Safety Declaration Form. No work can be started on your unit until we receive a completed copy of this form. If you have any questions, please give us a call at (302) 993-5330.

NOTE: IF THIS IS AN INSTRUMENT EXCHANGE, YOUR  
DEFECTIVE UNIT MUST BE RETURNED WITHIN FIVE (5)  
BUSINESS DAYS TO AVOID ADDITIONAL CHARGES

Thank you.

North American Field Repair Center  
Life Sciences & Chemical Analysis

Thank you for giving Agilent Technologies the opportunity to service your instrument. Listed below are the services offered by the North American Field Repair Center. Please call 1-800-227-9770 to open a Service Request.

EQUIPMENT	EXCHANGE <sup>5</sup>	RETURN TO AGILENT REPAIR <sup>2</sup>		
	PRICE <sup>1</sup>	PRICE <sup>1</sup>	IN-HOUSE	LOANER <sup>6</sup>
3395B/96C/97A Integrator	\$1,948.04	\$882.07	5 business days	\$310.00
35900E A/D	\$1,948.04	\$882.07	5 business days	N/A
18596C/M Tray	\$1,948.04	\$882.07	5 business days	\$310.00
G1513A Injector	\$1,948.04	\$882.07	5 business days	\$310.00
G1512A Controller	\$1,948.04	\$882.07	5 business days	\$310.00
G2613A Injector	\$1,948.04	\$882.07	5 business days	\$310.00
G2614A Tray	\$1,948.04	\$882.07	5 business days	\$310.00
G2880A Injector	\$2,338.55	\$1,176.00	5 business days	N/A
G2912A Controller	\$1,498.50	\$882.07	5 business days	N/A
G2913A Injector	\$1,948.04	\$882.07	5 business days	\$310.00
G2916A Tray for 5890	\$1,498.50	\$882.07	5 business days	N/A
G2630B 6850GC	N/A	Time & Materials	7-10 business	N/A
G1310A LC Isocratic Pump	\$3118.06 <sup>4</sup>	\$1,411.98	7-10 business	N/A
G1311A LC Quaternary Pump	\$3896.09 <sup>4</sup>	\$1,765.26	7-10 business	N/A
G1312A LC Binary Pump	\$3896.09 <sup>4</sup>	\$1,765.26	7-10 business	N/A
G1312B LC Binary Pump	\$2996.99 <sup>4</sup>	\$1,765.26	7-10 business	N/A
G1313A LC Autosampler	\$3118.06 <sup>4</sup>	\$1,411.98	7-10 business	N/A
G1329A LC Therm Autosampler	\$2563.61 <sup>4</sup>	\$1,361.35	7-10 business	N/A
G1367A/B/C LC Well-plate Sampler	\$3668.85 <sup>4</sup>	N/A	N/A	N/A
G1314A/B LC Variable Wavelength Det.	\$3118.06 <sup>4</sup>	\$1,411.98	7-10 business	N/A
G1314C/D LC Variable Wavelength Det.	\$2,064.87	\$1,038.37	7-10 business	N/A
G1315A LC Diode Array Detector	\$3896.09 <sup>4</sup>	\$1,765.26	7-10 business	N/A
G1315B/C/D LC Diode Array Detector	\$3118.06 <sup>4</sup>	\$1,411.98	7-10 business	N/A
G1321A LC Fluorescence Detector	\$3896.09 <sup>4</sup>	N/A	N/A	N/A
G1362A LC Refractive Index Detector	\$3896.09 <sup>4</sup>	N/A	N/A	N/A
G1365B LC Multiple Wavelength Detector	\$3118.06 <sup>4</sup>	\$1,765.26	7-10 business	N/A
G1365C/D LC Multiple Wavelength Detector	\$2,751.64 <sup>4</sup>	\$1,557.81	7-10 business	N/A
G1322A, G1379A/B LC Degasser	\$3118.06 <sup>4</sup>	\$1,411.98	7-10 business	N/A
G1316A/B LC Column Compartment	\$2398.51 <sup>4</sup>	\$1,411.98	7-10 business	N/A
G1316C LC Column Compartment	\$1,833.28 <sup>4</sup>	\$1,079.24	7-10 business	N/A
G1330B LC Thermostat	\$1948.04 <sup>4</sup>	\$1,146.69	7-10 business	N/A
G2938A/B/C Bioanalyzer	\$5358.24 <sup>4</sup>	N/A	N/A	N/A
G2939A Electrophoresis Bioanalyzer	\$3596.62 <sup>4</sup>	N/A	N/A	N/A
Mx3000P/Mx3005P QPCR	\$4070.00 <sup>4</sup>	\$3,875.00	7-10 business	\$1,500.00
G4691AA SS420x Instrument Interface	\$2000.00 <sup>4</sup>	N/A	N/A	N/A
G4696AA/97AA SS120C Chrom. Generator	\$1500.00 <sup>4</sup>	N/A	N/A	N/A
G1979A Multi-Signal Output Accessory	N/A	Time & Materials	7-10 business	N/A
G3100A OffGel Fractionator	\$2996.99 <sup>4</sup>	N/A	N/A	N/A
G1888A, G1289A/90A Headspace	N/A	Time & Materials	10+ business days	N/A
5973/75 MS Ion Source Cleaning <sup>3</sup>	N/A	\$720.00	3-5 business days	N/A
5973/75 MS Analyzer	N/A	Time & Materials	3-5 business days	N/A
3394A & Later Integrator PV	N/A	\$400.00	5 business days	N/A
3000 Micro GC	N/A	Time & Materials	7-10 business	N/A
255 NCD/355 SCD Chemiluminescence Det	N/A	Time & Materials	12-14 business	N/A
LTMRVM Module	N/A	\$633.00	7-10 business	N/A
ECD Disposal	N/A	\$250.00	N/A	N/A
ECD Transfer	N/A	\$75.00	N/A	N/A
ECD Replacement	\$2,110.00	N/A	N/A	N/A
GC Certified Reconditioning - H2607A	N/A	\$6,000.00	7-10 business	N/A
LC Certified Reconditioning - H2607A	N/A	\$10,000.00	7-10 business	N/A
Evaluation Only	N/A	\$230.00 per hour	N/A	N/A

<sup>1</sup> Pricing as of April 14, 2010 in U.S. dollars. Prices are subject to change without notice.

<sup>2</sup> Out of support instruments are repaired on a "best effort" basis. Not all products can be repaired.

<sup>3</sup> Agilent Technologies performs a cleaning and testing of the customer's ion source and returns the same source to the customer.

<sup>4</sup> For these products, next day delivery is for US Exchanges only. Canadian customers requesting an exchange may experience additional delays.

<sup>5</sup> Exchange Terms: Customer-owned defective equipment must be returned to Agilent's North American Field Repair Center (NAFRC) within five (5) business days of receipt of the Exchange Equipment. If the Customer fails to meet this deadline, Agilent reserves the right to find the "Customer in Default" as outlined below.

Agilent will not be liable for any direct, indirect, special, incidental or consequential damages, whether based on contract, tort, or any other legal theory, arising out of Customer's use of the equipment.

<sup>6</sup> Loaners are available for the time period while customer's unit is being repaired. Cost covers Federal Express Priority 1 shipping and handling.

Loaner Terms: Customer may not move any Agilent-owned equipment from the location specified without prior written consent of Agilent. Customer's right to use this equipment is non-transferable. Customer will bear all risk of loss with respect to the Agilent-owned equipment from receipt until this equipment is returned to Agilent.

Customer-owned equipment must be returned to Agilent's North American Field Repair Center (NAFRC) within five (5) business days of receipt of the Agilent-owned Loaner. The Customer will be held responsible for the return of the Agilent Loaner Equipment in good operating condition within five (5) business days from receipt of the Customer-owned repaired equipment. If the Customer fails to meet either of these two deadlines, Agilent reserves the right to find the "Customer in Default" as outlined below.

Agilent will not be liable for any direct, indirect, special, incidental or consequential damages, whether based on contract, tort, or any other legal theory, arising out of Customer's use of the equipment.

Customer in Default: If the Agilent Loaner or Customer's Defective Exchange Equipment is not returned to the NAFRC per the above-specified conditions, the Customer will be charged for the full replacement value of new equipment as specified in "Price and Payment" below. The governing terms and conditions of the purchase will be Agilent Terms and Conditions of Sale and Service, Exhibit E16, Revision 11, dated 15-Aug-2003. A copy of these terms is available upon request. If Customer has an established Purchase Agreement with Agilent, the terms and conditions of the Purchase Agreement will be used in lieu of the Exhibit E16 to govern the purchase.

Price and Payment: If Customer is found in default, customer agrees to pay Agilent the full replacement value of new equipment of like kind and model. Payment is due Net 30 days from Agilent's invoice date. Payment terms are subject to Agilent credit approval.

This agreement will be governed in all respects by the laws of the State of Delaware without reference to any choice of laws provision. The NAFRC will not send any Agilent-owned loaner or exchange equipment to the Customer without first receiving a completed and signed copy of this agreement. By signing below the Customer declares that he/she is authorized to commit his/her organization to this agreement and that he/she has read and agrees to the terms.

Agilent's Service Request Number: \_\_\_\_\_

Company Name: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

\_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Phone number: \_\_\_\_\_

Contact Signature: \_\_\_\_\_

**Please fax all forms as early as possible to ensure same day shipping. We do our best to process all orders on the same day if the forms are received no later than 4:00 p.m. EST. Fax to (302) 993-5975.**



Agilent Technologies

## NORTH AMERICAN FIELD REPAIR CENTER REPAIR INFORMATION FORM

Please fill out this page and fax with other forms of this document. This information will facilitate and expedite the repair of your equipment.

### WHAT SERVICE ARE YOU REQUESTING?

Please check the applicable option. This must be complete for order processing.

- ☐ **Repair with Loaner** (see sheet 2 for loaner availability)
- ☐ **Repair only**
- ☐ **Instrument Exchange**

### HOW WILL THE REPAIR BE PAID FOR?

Please check the applicable option. This must be complete for order processing.

- ☐ **Warranty** (one year from original purchase date)
- ☐ **Support Agreement**
- ☐ **Purchase Order** (give Purchase Order no.): \_\_\_\_\_  
Payment Terms are defined per the Agilent Terms & Conditions Document unless differently negotiated with Agilent Technologies.
- ☐ **Credit Card** (Please call (302) 993-5330 with Credit Card information)

**Tax Status:** ☐ Taxable ☐ Tax Exempt

Authorized Signature \_\_\_\_\_ Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_

Accounts Payable address (Required for Purchase Order or Credit Card customers only):

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### ***Do not ship accessories that are not required to complete the repair!***

*(power cords, manuals, cables, mounting brackets, syringes, tray quadrants, LAN cards etc.)*

### WHAT SEEMS TO BE WRONG?

Be sure that you have followed the troubleshooting and test procedures described in the manual. Enclose any printouts that help to show the failure.

1. Describe how the failure appears \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Is it intermittent \_\_\_\_ or constant \_\_\_\_?
3. If this is an LC module, what is the firmware revision for the module? \_\_\_\_\_
4. Did you call 1-800-227-9770 for your service request? If so, what is your Service Request number? \_\_\_\_\_

**Please ship to: North American Field Repair Center**

**Agilent Technologies, Inc.  
2850 Centerville Road  
Wilmington, DE 19808  
Phone (302) 993-5330  
Fax (302) 993-5975**

NAFRC 04/14/10

**Sheet 4**



## HEALTH AND SAFETY DECLARATION FOR RETURN OF AGILENT TECHNOLOGIES EQUIPMENT

To protect our employees from exposure to various hazards, equipment must be decontaminated prior to returning it to Agilent Technologies, Inc. Costs for further necessary decontamination by Agilent Technologies, Inc. may be passed on to the customer. Please answer the following to the best of your ability. This document **MUST** be filled out for work to begin on your unit. Fax this page with supporting information to (302) 993-5975. In addition, please include a copy of this form with the shipment of your defective instrument.

If you are returning an instrument or part, record the model/part number and serial number as appropriate.

Model/Part No. \_\_\_\_\_ Serial No. \_\_\_\_\_

### Have any of the following been used in the instrument being returned?

Please circle **YES** or **NO** for each.

**YES NO** Blood, body fluids (e.g. urine, secretions), pathological specimens.

**YES NO** Infectious substances or other bio-agents (e.g. protein, enzymes, antibodies).

**YES NO** Regulated medical wastes.

**YES NO** Radioactive isotopes are used in the area. Detail the type (ECD, isotopic labels, etc.) and activity level in micro Curies. \_\_\_\_\_

**YES NO** Chemicals or substances that are hazardous to health.

**YES NO** Biodegradable material that could become hazardous.

**YES NO** Other hazards: \_\_\_\_\_

*If you circled **YES** to any of the above:*

1. Specifically describe where (on or in) the instrument/part there might be any residual contamination (for example, blood spill on the top surface). \_\_\_\_\_
2. Provide details of these hazards. Include names, material safety data sheets (MSDS), and concentration of contaminants, where possible. \_\_\_\_\_
3. Describe your method of decontamination. Attach procedure. \_\_\_\_\_

**I declare that the above information is true and complete to the best of my knowledge and belief.**

Authorized signature \_\_\_\_\_ Date: \_\_\_\_\_

Name (printed) \_\_\_\_\_ Phone Number: \_\_\_\_\_

Company Name: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Shipment of this equipment may fall under federal regulations, including but not limited to 49CFR and IATA. All applicable regulations should be followed when returning this equipment.

NAFRC 4/14/10

**Sheet 5**